

Monthly Status Report for Complaints of December 2024

Complaints received directly:

Complaint against	Pending at the beginning of the month	Received during the month	Resolved during the month	Pending at the end of the month	No. of complaints pending for more than 21 Days
Depository	6	25	25	6	0
DPs	67	182	208	41	0
RTAs/Issuers	2	7	7	2	0
Total	75	214	240	49	0

Complaints referred by SEBI:

Complaint againsts	Grievance pending at beginning of month	Grievance received during the month	Grievance resolved during the month	Grievance pending at the end of month	Grievance pending for more than 21 days
Complaints referred by SEBI against DP	45	136	152	29	2
Complaints referred by SEBI against RTA	0	0	0	0	0
Total	45	136	152	29	2

Nature of Complaints Received:

Nature of Complaints Received with regard to	Pending at the beginning of the month	Received during the month	Resolved during the month	Pending at the end of the month	No. of complaints pending for more than 21 Days
Account Opening Related (I)	1	5	5	1	0
Demat / Remat Related (II)	2	6	7	1	0
Transaction Statement Related (III)	7	12	17	2	0
Improper Service Related (IV)	14	82	75	21	0
Charges Related (V)	6	24	24	6	0
Delivery Instruction Related (DIS) (VI)	4	7	9	2	0
Closure (VII)	21	50	60	11	0
Manipulation / Unauthorised Action (VIII)	10	23	20	13	0
Company / RTA Related (IX)	3	8	9	2	0
Others (X)	52	133	166	19	2
Total	120	350	392	78	2 *

* Please note that both the complaints are already resolved in the month of December 2024.